

Transcript: Francesca

Baez-6018330079444992-4948350781014016

Full Transcript

Thank you for calling Benefits and a Card. My name is Francesca. How, how can I assist you today? I was just calling to get some clarification on a remit I received from you guys. On a what, ma'am, that said? On a claim. Okay. Is American Public Life APL or 90 Degree on that claim? It says American Public Life Insurance Company. Okay. So that's the actual carrier. We're only the administrators of the health insurance for the staffing companies. It says here that- It, it's on here. It says, "Please call Benefits and a Card if you have any questions." Yes, ma'am, but the only thing that I have access to is just if or not the member is active and which plan they're on. As far as which specific procedures and services are covered, we do not have access to that information, and we also do not have access to a copy of that claim that you're holding on. So, we wouldn't be able to provide you any specific information on that claim aside from verifying whether or not your patient was active that day. Okay, 'cause it says, "We are awaiting information to confirm eligibility from Benefits and a Card." Yes, ma'am, and once again, because we are the administrators for the health insurance, but we're not an insurance company. So, therefore, it's going to be- Right. So, what does that mean, that they're waiting f- on you guys for? 'Cause th- that's what it says, "We are awaiting information to confirm eligibility from Benefits and a Card." Ma'am, an account administrator is the middleman between the carriers and the actual patients. That's what we are. And I understand that, but you are Benefits and a Card, correct? Yes, ma'am. That's what I'm trying to explain to you. Okay. So- Even though it says here, "Waiting on your information." So, are y'all... Do y'all have.....? Can you please let me finish, ma'am? So, what I'm trying to explain- I'm waiting. ... to you is, even though your paper, y- your, it says that you're waiting on us for information, the only reason it says that is because we're the bridge between any information in regards to the benefits and the carriers. That goes to any provider offices or the patients itself. Right. So, this says it's, "Waiting on, to confirm eligibility from Benefits and a Card. Upon receipt of this information, we will continue processing your claim." So, does that mean that y'all have to send something to American Public Life? No, ma'am. Since we're just the administrator, we don't have any rights over the claims. You need to speak with American Public Life. The reason why we're there, once again, is because we're the bridge. They're always going to have the providers- Right. ... that they speak to. But this bridge is what, what American Public Life is waiting on. No, ma'am. They're not waiting on us. Okay, I'm not talking to you anymore. Okay.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. My name is Francesca. How, how can I assist you today?

Speaker speaker_1: I was just calling to get some clarification on a remit I received from you guys.

Speaker speaker_0: On a what, ma'am, that said?

Speaker speaker_1: On a claim.

Speaker speaker_0: Okay. Is American Public Life APL or 90 Degree on that claim?

Speaker speaker_1: It says American Public Life Insurance Company.

Speaker speaker_0: Okay. So that's the actual carrier. We're only the administrators of the health insurance for the staffing companies. It says here that-

Speaker speaker_1: It, it's on here. It says, "Please call Benefits and a Card if you have any questions."

Speaker speaker_0: Yes, ma'am, but the only thing that I have access to is just if or not the member is active and which plan they're on. As far as which specific procedures and services are covered, we do not have access to that information, and we also do not have access to a copy of that claim that you're holding on. So, we wouldn't be able to provide you any specific information on that claim aside from verifying whether or not your patient was active that day.

Speaker speaker_1: Okay, 'cause it says, "We are awaiting information to confirm eligibility from Benefits and a Card."

Speaker speaker_0: Yes, ma'am, and once again, because we are the administrators for the health insurance, but we're not an insurance company. So, therefore, it's going to be-

Speaker speaker_1: Right. So, what does that mean, that they're waiting f- on you guys for? 'Cause th- that's what it says, "We are awaiting information to confirm eligibility from Benefits and a Card."

Speaker speaker_0: Ma'am, an account administrator is the middleman between the carriers and the actual patients. That's what we are.

Speaker speaker_1: And I understand that, but you are Benefits and a Card, correct?

Speaker speaker_0: Yes, ma'am. That's what I'm trying to explain to you.

Speaker speaker_1: Okay. So-

Speaker speaker_0: Even though it says here, "Waiting on your information."

Speaker speaker_1: So, are y'all... Do y'all have.....?

Speaker speaker_0: Can you please let me finish, ma'am? So, what I'm trying to explain-

Speaker speaker_1: I'm waiting.

Speaker speaker_0: ... to you is, even though your paper, y- your, it says that you're waiting on us for information, the only reason it says that is because we're the bridge between any information in regards to the benefits and the carriers. That goes to any provider offices or the patients itself.

Speaker speaker_1: Right. So, this says it's, "Waiting on, to confirm eligibility from Benefits and a Card. Upon receipt of this information, we will continue processing your claim." So, does that mean that y'all have to send something to American Public Life?

Speaker speaker_0: No, ma'am. Since we're just the administrator, we don't have any rights over the claims. You need to speak with American Public Life. The reason why we're there, once again, is because we're the bridge. They're always going to have the providers-

Speaker speaker_1: Right.

Speaker speaker_0: ... that they speak to.

Speaker speaker_1: But this bridge is what, what American Public Life is waiting on.

Speaker speaker_0: No, ma'am. They're not waiting on us.

Speaker speaker_1: Okay, I'm not talking to you anymore.

Speaker speaker_0: Okay.